

Serial No. 09/676,584

Filing Date: September 29, 2000

**REMARKS**

Claims 1 – 28 remain pending in the present application. Claims 4, 7, 12, 17, 20-23 and 25-28 have been amended to correct a typographical error. Favorable reconsideration and allowance of the present application are respectfully requested.

The information disclosure statements that Applicant filed electronically on August 30, 2004 were not acknowledged by the Examiner. A copy of these information disclosure statements are attached as Exhibit A. Applicants request that the Examiner acknowledge these information disclosure statements.

Claims 1 - 28 have been rejected under 35 U.S.C. § 102(e) as anticipated by U.S. Patent Application Publication No. US 2004/0107125 (Guheen *et al.*). These rejections are respectfully traversed.

Each independent claim (i.e., claims 1, 19 and 24) has been amended to further clarify Applicants' invention. Applicants have amended claim 1 to require a security tool that is configured to limit access of the client to the server based on role based access control. Claim 1 was also amended to require a production control application set configured to automatically archive a predetermined set of files. Further, claim 1 was amended to require a help desk tool adapted to measure the performance of support personnel. Claim 19 has been amended to require the security tool to be configured to limit access of the client to the server based on role based access control. Claim 19, as amended, also requires the production control application to be configured to automatically archive a predetermined set of files. Additionally, claim 19 has been amended to require the help desk tool to measure the performance of support personnel. Moreover, claim 24 has been amended to require the securing step to include a security tool configured to limit access to the netcentric computing system based on role based access control. Claim 24 was also amended to require the scheduling step to include a production control set configured to automatically archive a predetermined set of files. Additionally, Applicants have amended claim 24 to require the step of monitoring the performance of support personnel helping users encountering problems, the performance being measured by the number of users helped per a time period.

"A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference." See MPEP § 2131. In

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view of the amendments to independent claims 1, 19 and 24, Applicants submit that a further rejection under 35 U.S.C. § 102(e) would be improper.

Moreover, a rejection of the claims as obviousness of Guheen *et al.* would also be improper. Both the present application and U.S. Patent Application Publication No. US 2004/010 (Guheen *et al.*) have been assigned to Accenture, LLP. At the time the invention disclosed in U.S. Patent Application Publication No. US 2004/0107125 (Guheen *et al.*) was made, the inventors were subject to an obligation to assign the invention to Accenture, LLP. Accordingly, an obviousness rejection based upon Guheen *et al.* would be improper pursuant to 35 U.S.C. § 103(c).

With this amendment and response, Applicant believes that the present pending claims of this application are allowable and respectfully requests the Examiner to issue a Notice of Allowance for this application. Should the Examiner deem a telephone conference to be beneficial in expediting allowance/examination of this application, the Examiner is invited to call the undersigned attorney at the telephone number listed below.

Respectfully submitted,



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